Applies To: **ALL**

February 25, 2011

Photos For Warranty Paint Repair Claims

(Supersedes 10-002, dated October 30, 2010, to revise the information marked by the black bars)

REVISION SUMMARY

Under BACKGROUND, the requirement to obtain DPSM authorization was removed.

BACKGROUND

American Honda, its factories, and its suppliers are constantly striving to increase the quality, durability, and reliability of Honda vehicles. In the interest of making such improvements, as of March 2009, American Honda has required that digital photographs be taken of paint defects submitted for warranty repair.

Examples of paint defects include mismatched colors, dirt in the paint, gloss issues, paint runs, “hiding” (thin paint), etc. Photos of these defects help provide valuable product information to the factory for quicker analysis and development of countermeasures.

As a result, each Honda dealer is required to:

- Take and include digital photos of paint defects as part of the claim submission-process for warranty consideration.
- Store warranty paint claim photos for 12 months, in accordance with the document retention policy outlined in the current Service Operations Manual.

NOTE: A warranty claim may be subject to debit if the photos submitted do not adequately show the customer’s paint complaint.

WARRANTY CLAIM INFORMATION

Refer to **ATTACHING PHOTOS TO A CLAIM** (page 5).

PAINT DEFECT PHOTO GUIDELINES

- Before photographing the paint defect, **wash and completely dry the vehicle**. Dirt, dust, and water spots visible in the photos may cover the paint defects and make them difficult to diagnose.
- To properly document each warranty paint repair claim, at least four but no more than five JPEG photos (file extension .jpg) must be submitted with each claim. These photos must be taken using a digital camera with “macro” focusing capabilities to provide detailed, in-focus close-ups.
- For maximum clarity, the file size for each photo *must* be between 500 kb and 2,000 kb (2 mb). ZIP-compressed files are not acceptable.
- **Cell phone photos are not acceptable** because of the phone's lack of macro and manual focus capabilities.
- Before committing to paint repair, ensure that the photos you’ve taken are clear and in focus, and meet the standards and required number and type of photos for warranty claim submittal.
- It’s best to shoot multiples of each required shot; this gives you the widest choice of photos to choose from. To free up hard drive space after you’ve chosen your four or five best shots, delete the extra photos.

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CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

PAINT DEFECT PREPARATION

- Before taking photos, outline the paint defect with a wide-tip Sharpie marker pen, a crayon, a grease pencil, masking tape, or stick-on paper notes. The marking material must contrast with the color of the paint, and should clearly identify the paint defect area.

- If the paint defect extends across body panels, run the marking material across the panels to show the location and full extent of the paint defect.

- Alternatively, if you have a computer program that allows you to draw on digital photographs, you can use that to outline the defect area(s) on your photos.

TIPS FOR TAKING HIGH-QUALITY PAINT DEFECT PHOTOS

Automotive paint has evolved into an elaborate combination of color pigments, solid metallic flakes, pearl (coated mica), and transparent toners in the clear coat that give the paint its depth, color, and gloss.

As a result, some paint defects photograph better outdoors, while others do so indoors. To help decide where to photograph the defect, first determine whether the customer complaint is for a surface paint defect, or if the defect is below the paint's surface. As a general rule:

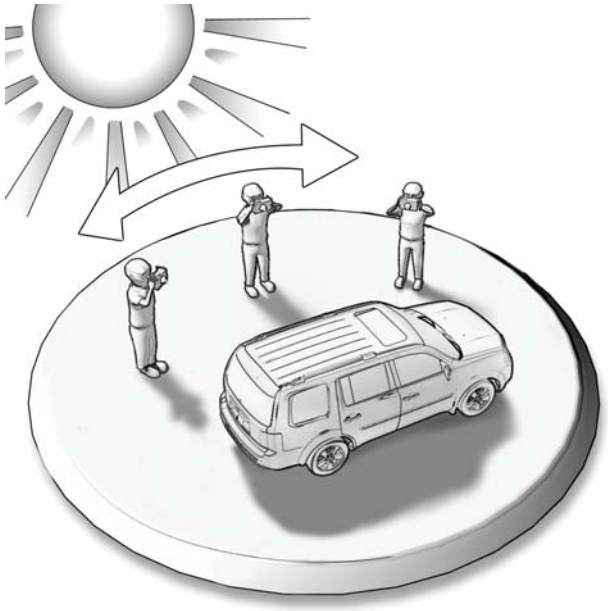
- Surface paint defects photograph better inside a shop with artificial light, such as that produced by overhead fluorescent tubes. While viewing the vehicle through the camera's viewfinder or LCD screen, move the camera to position the fluorescent light's reflections over and around the defect, carefully watching for distortions in the light that best reveal the surface defect.

- Most paint defects photograph better with the flash off, the exception being dirt or fingerprints embedded in the paint, which may be highlighted by the flash's reflection. To determine which method will provide the best shots, take one shot with the flash on, and another with it off, then compare the two.

  NOTE: Photographing with the flash off might extend the shutter time, and may require the camera to be stabilized by mounting it on a tripod, or by holding it against something rigid.

- Paint defects under the clear coat surface photograph better outside in natural light, with the sun low in the sky, behind the photographer, and facing the defect. The hours between 8–11 a.m. and 2–6 p.m. usually provide the best light to photograph defects within the paint, as the sunlight at these times allows you to see through the clear coat *into* the paint.

- When shooting a defect under the surface, first look at it straight-on, then move to look at it from multiple angles, carefully watching for the best light that reveals the defect, then snap that view of it with your camera. If needed, you may have to reposition the vehicle in relation to its light source to clearly reveal and photograph the paint defect.



REQUIRED PHOTOS TO MEET HONDA WARRANTY PAINT CLAIM STANDARDS

To properly document each warranty paint repair claim, four to five photos must be taken, as described below:

Photo One: Take a readable, in-focus shot of the vehicle's bar-coded VIN label on the driver's side doorjamb.

MFD. BY HONDA MFG. OF ALABAMA, LLC 02/'08
GVWR 2730KG(6019LBS) TIRE SIZE RIM SIZE
GAWR F 1320KG(2910LBS) 235/65R16 103T 16X7J
GAWR R 1450KG(3197LBS) 235/65R16 103T 16X7J
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY
AND THEFT PREVENTION STANDARDS IN EFFECT
ON THE DATE OF MANUFACTURE SHOWN ABOVE.
V.I.N.: 5FNRL38488B411196 TYPE: MPV
SHJ 8 AC5 – NH705M – G – B

NOTE: If you shoot this using your camera's flash, make sure the label's reflection does not reduce the VIN sticker's readability.

Photo Two: Take an orientation shot of the entire paint defect area, with the lens zoomed out wide enough to show the defect's location in relation to other body parts, such as door handles, windshield, headlights, bumper, side windows, wheel, etc.

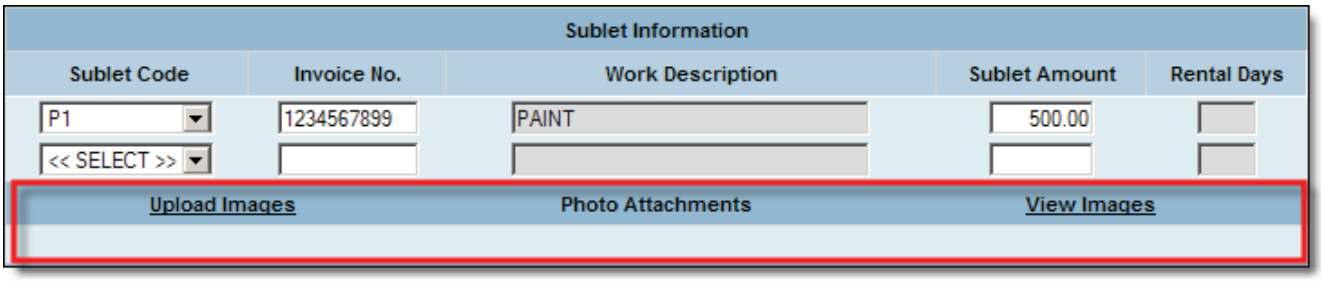
Photos Three and Four: Take the third shot closer to the defect and from a different angle, to add more detail to the warranty repair claim. Then, if needed to further support the claim, take a fourth shot from another angle to make sure that the defect and/or its full extent are completely documented.

Photo Five: Take the last required shot as a *sharply focused* macro close-up, about 4 inches (100 mm) from the defect, showing exactly what the paint defect is. For example, if the defect is a mismatch in color, take a macro close-up of the mismatched panel and the correct color body panel together in the same shot.

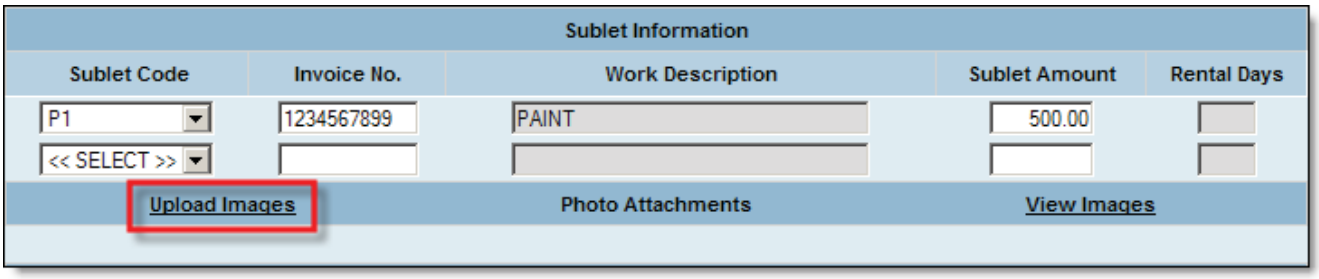
NOTE: To achieve a clear, close-up photo at this distance, you may have to manually focus the camera.

ATTACHING PHOTOS TO A CLAIM

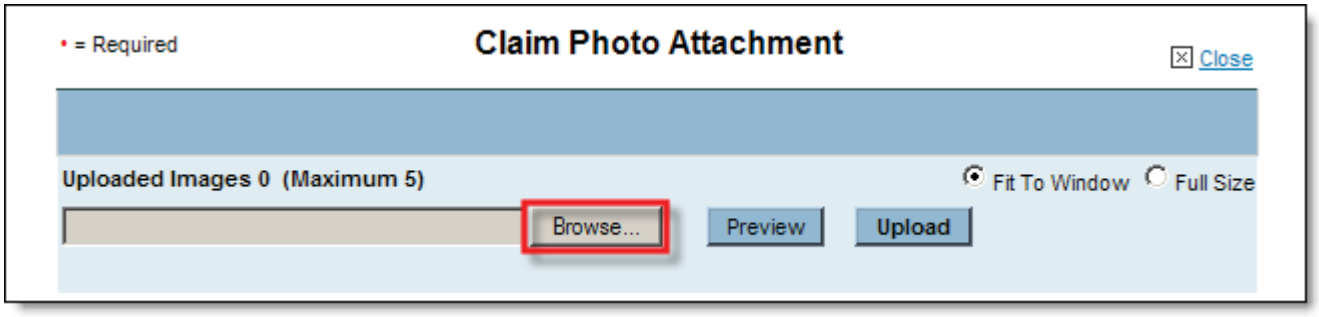
The **Photo Attachments** area automatically appears on a Warranty Claim form whenever paint damage is indicated on the claim, as shown below.



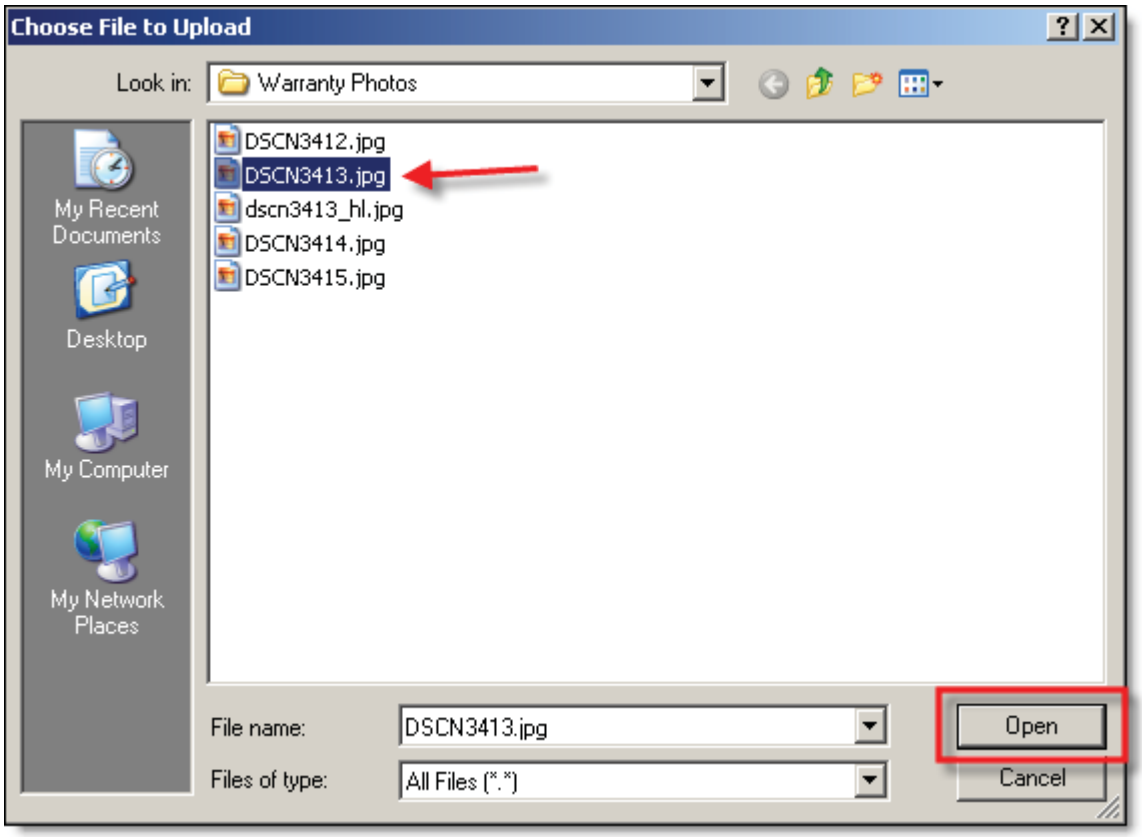
1. To attach photos to the claim, click the **Upload Images** link.



The **Claim Photo Attachment** screen appears.

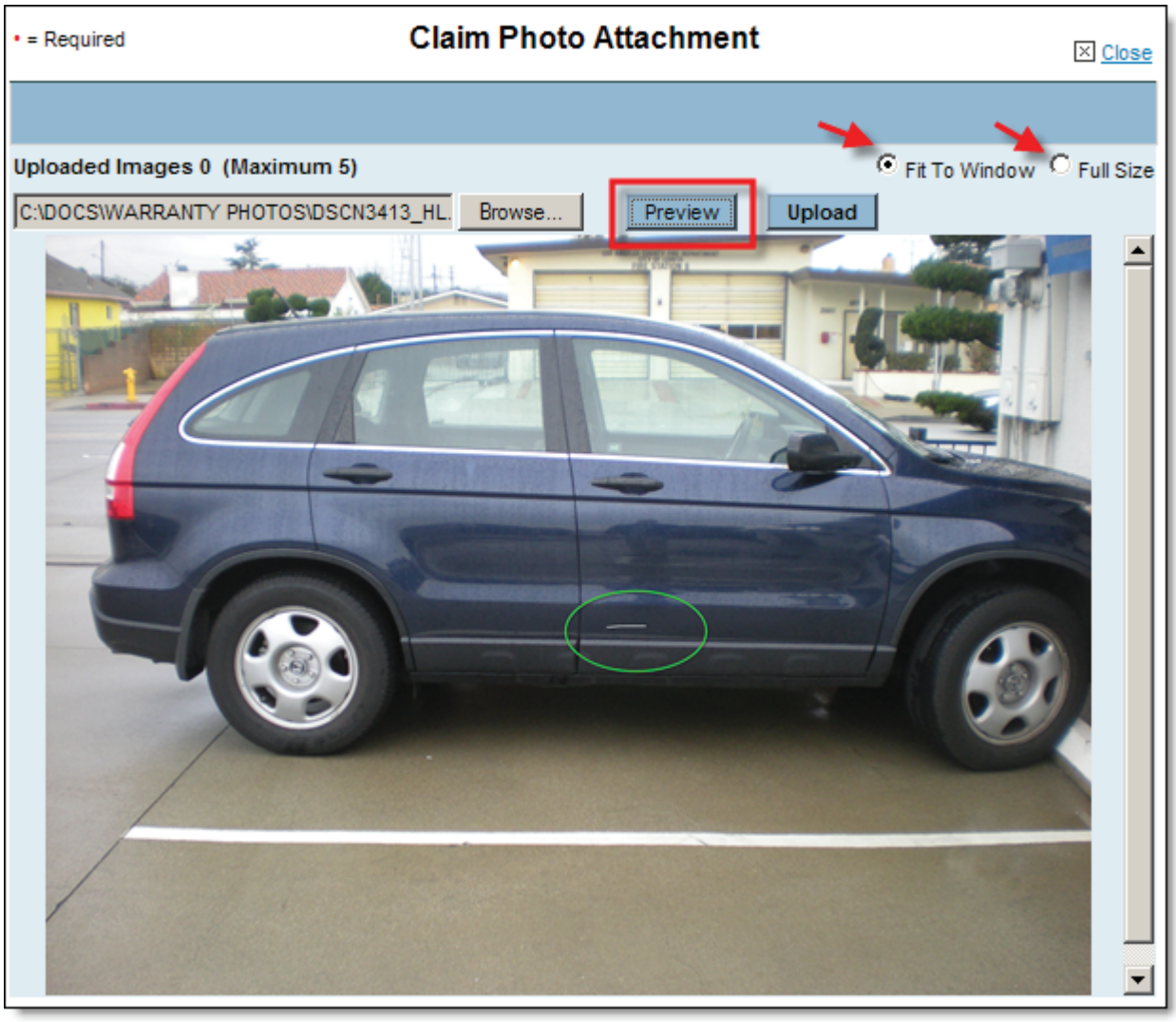


2. Click **Browse**. The **Choose File to Upload** window appears.



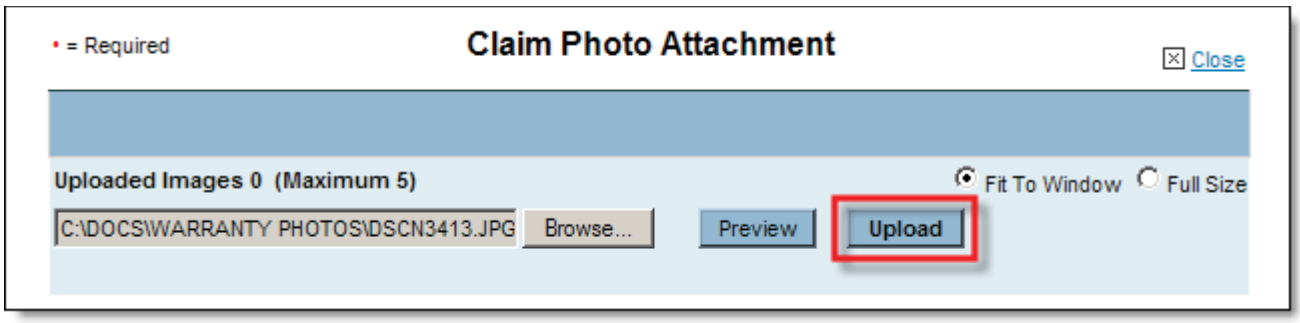
3. Click to **highlight** an image file to be uploaded.
4. Click **Open** to select the file.

5. Click **Preview** if you would like to view the image before uploading. The preview image appears.

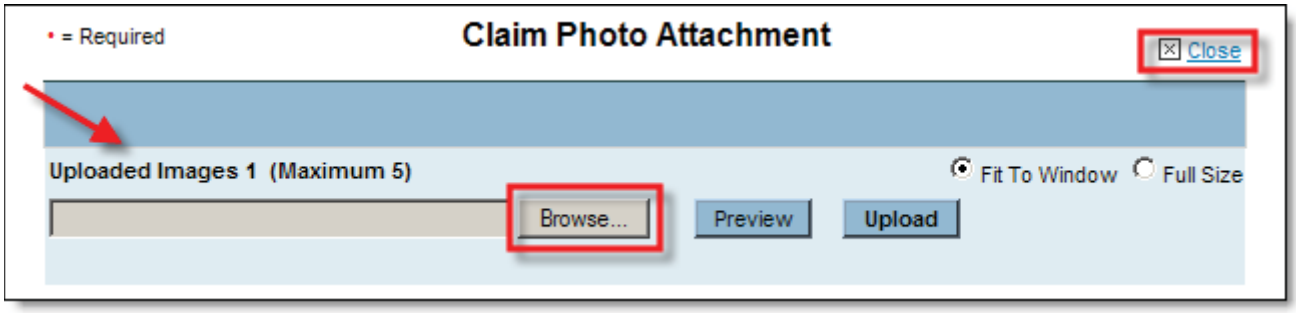


Fit To Window is selected by default as the size at which the preview image is displayed. Select **Full Size** if you want to enlarge the image, and use the scrollbars to view different areas of the enlarged image.

6. Click **Upload** to attach the image to the Warranty Claim.



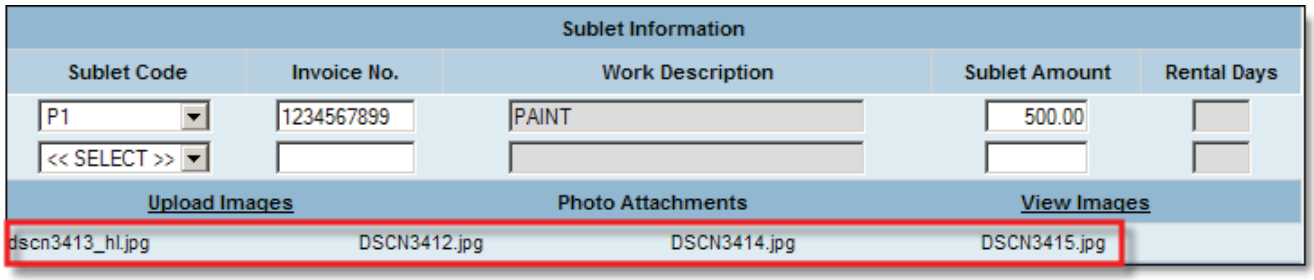
The **Uploaded Images** count increases each time you upload a photo.



7. Click **Browse** again, and follow the same steps to continue attaching images to the claim. To properly document each warranty paint repair claim, four to five paint photos must be attached.

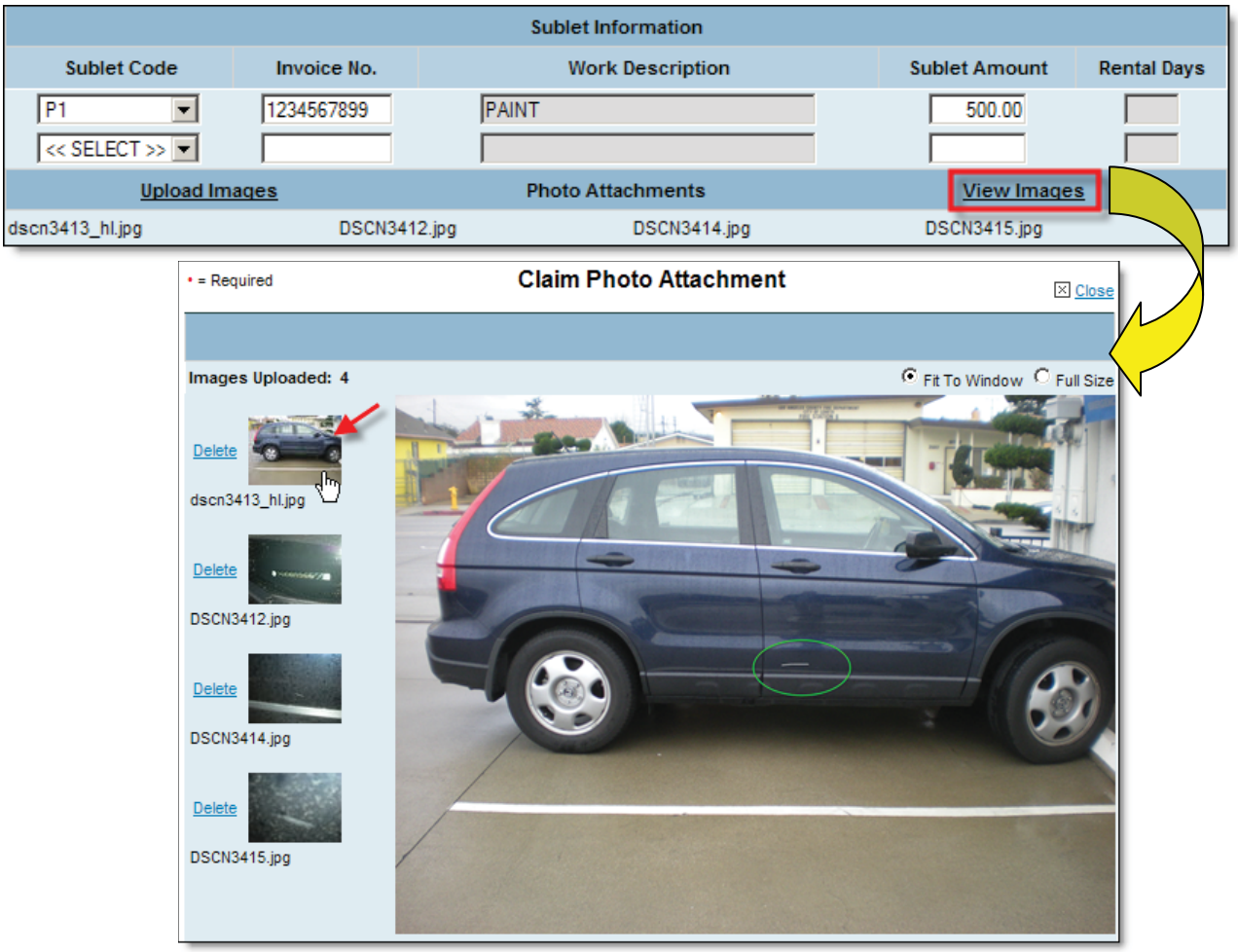
8. When finished attaching photos, click **Close**.

The file names of your attached photos now appear in the **Photo Attachments** area of the claim form, as shown below.

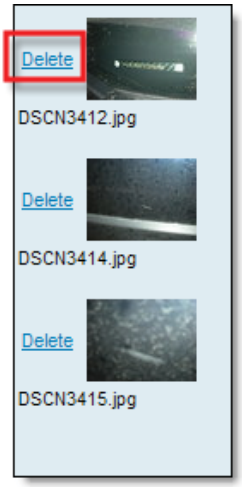


VIEWING AND DELETING PHOTO ATTACHMENTS

After uploading photo attachments, you can view the photos by clicking the **View Images** link in the Photo Attachments area. The Claim Photo Attachment screen displays thumbnails of all photos attached to the claim.



Click on a **thumbnail** to view the photo attachment, as shown above. To delete a photo attachment, simply click **Delete** to the left of its thumbnail.

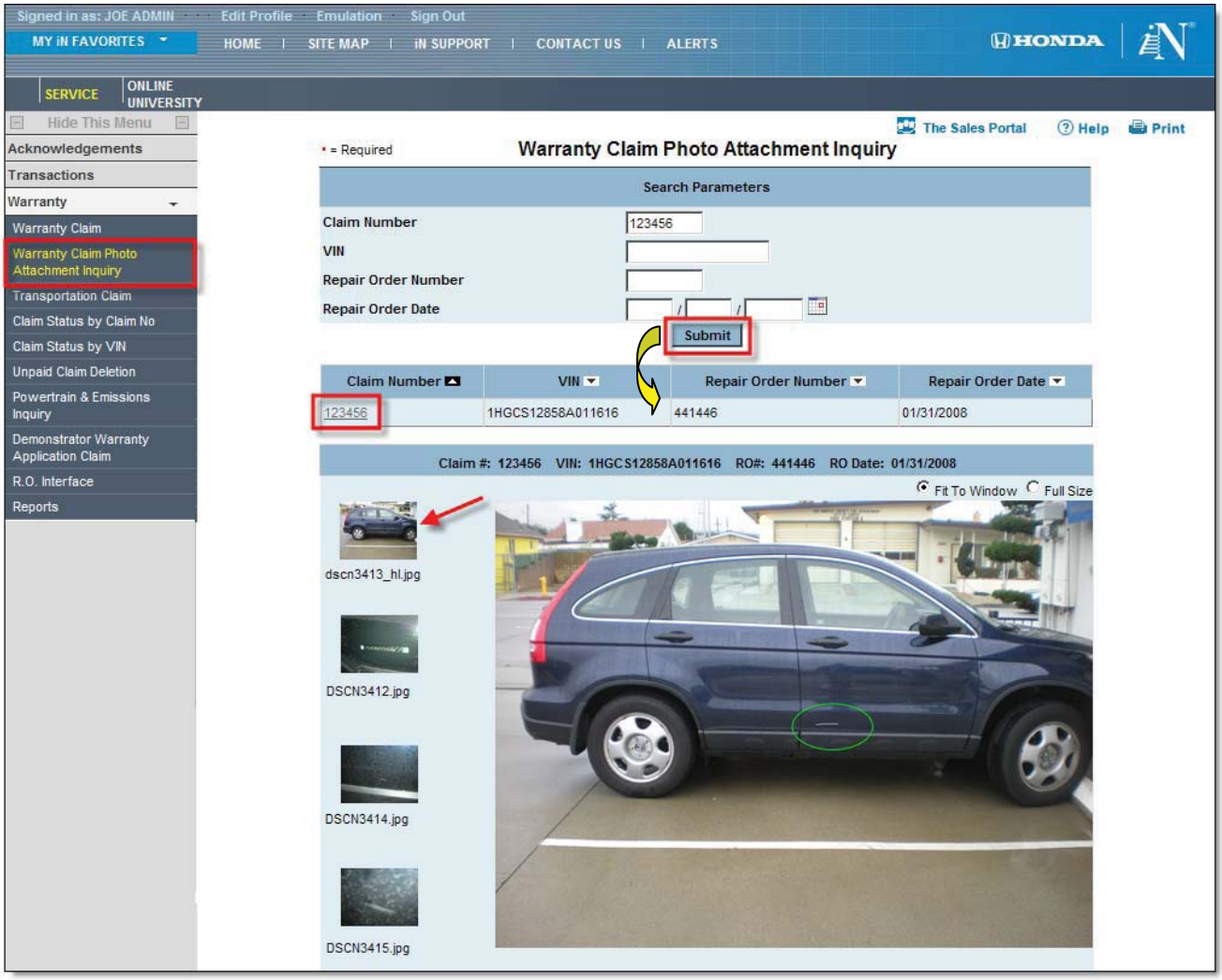


When your claim and photos are completely ready, click **Submit** to send the claim to the AHM Warranty Department.

WARRANTY CLAIM PHOTO ATTACHMENT INQUIRY

After submitting a Warranty Claim, you can view its photo attachments at any time as follows:

1. From the **Service > Warranty** menu, click **Warranty Claim Photo Attachment Inquiry**.
2. Enter any of the following: **Claim Number, VIN, Repair Order Number**, or **Repair Order Date**.
3. Click submit. Thumbnails of all photos attached to the claim appear, as shown below.
4. Click on any **thumbnail** to view the photo attachment.



NOTE:

- Photo attachments are archived on the iN for 2 years.
- Whenever you open a saved Warranty Claim and attach or delete photos, you must either **Save** or **Submit** the claim to retain your photo attachment changes.

UNACCEPTABLE PAINT DEFECT PHOTOGRAPH EXAMPLES

This photo is unacceptable because:

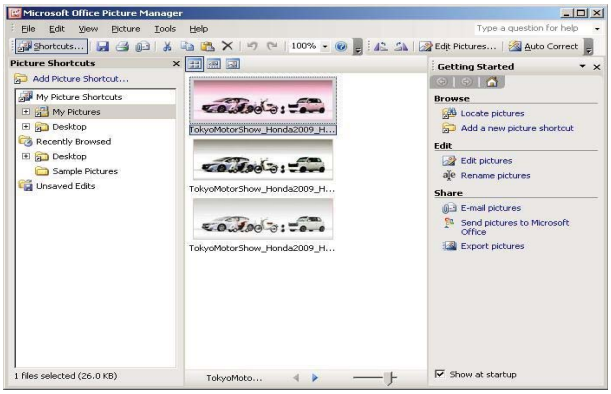
- it is out-of-focus and unreadable, and
- the file size is too small (351kb).

This photo is unacceptable because:

- it is too dark, and
- it lacks focus, detail, and marking materials that identify the area and extent of the paint defect, as specified in this service bulletin and per warranty claim submittal standards.

CORRECTING PAINT DEFECT PHOTO PROBLEMS USING PICTURE MANAGER

Microsoft Office Picture Manager is a very useful tool to help improve the quality of paint defect photos submitted for warranty consideration.



While the Picture Manager program cannot correct blurry, out-of-focus pictures, it can adjust pictures for brightness, contrast, and color, helping to reveal details. It can also crop or resize digital photo files so that they can be submitted for warranty claim consideration.

- To use this program on your PC, select **Start > Programs > Microsoft Office > Microsoft Office Tools > Microsoft Office Picture Manager**.
- If the above instruction does not lead you to the Picture Manager program, select **Start > Search**. Under **Search for Folders or Files**, type “Picture Manager” in the Search window, then click on **Search Now**.
- To create a shortcut to open Microsoft Picture Manager from your desktop, go to **Start > Programs > Microsoft Office >Microsoft Office Tools > Microsoft Picture Manager >,** then right-click and choose **Create Shortcut**. The shortcut icon and title will appear below the original Microsoft Picture Manager icon and title. Left-click and hold on the shortcut icon and drag it to the desktop. Once there, if you wish to change its name, right-click on the icon and select **Rename**.
- To open and edit photos directly from Microsoft Picture Manager, right-click on any jpg picture file, then move your cursor to **Open with**.

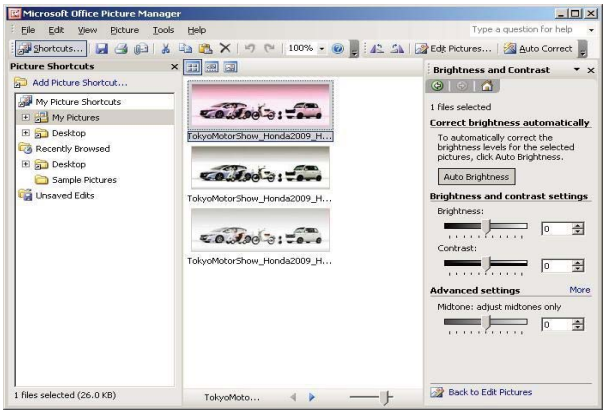
  Another window will open listing Microsoft Office Picture Manager and other programs. **Do not** click on **Picture Manager**, but instead scroll down the list, then click on **Choose Program**.

  Another window will open, with Picture Manager already selected. Check the open box next to **Always use the selected program to open this kind of file**; this will make Picture Manager your default picture management program.

  NOTE: The next time you click on a jpg picture, it will automatically open in the Picture Manager program.

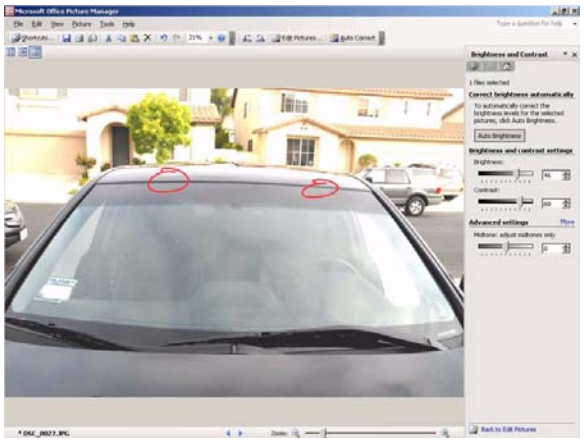
Correction Example #1: Photo is too dark

In Picture Manager, select **Edit/Edit Pictures > Edit Using These Tools/Brightness and Contrast**. Use the sliding scales to adjust the photo to the brightness and contrast that best reveal the fault.



Before Picture Manager correction:

After Picture Manager correction:



Correction Example #2: Photo size is too large

For maximum clarity, **the file size for each photo must be between 500 kb and 2,000 kb (2 mb)**. ZIP-compressed files are not acceptable. Photo file sizes over 2,000 kb (2 mb) cannot be accepted by the American Honda Warranty department.

To reduce a picture's file size, open Picture Manager. Select the photo to be reduced, then click on **Edit Pictures > Resize > Percentage of original width x height**, then click on the down arrow to reduce its percentage (**%**) size. View the pixel count change in **Size Setting Summary**, which displays the photo's **Original size** and its **New size**.

NOTE: The **%** function changes the pixels per inch, so a photo's size should be reduced only enough to meet the maximum file size requirement. For example, a 10% reduction in pixels per inch will reduce a photo's size *and* its resolution by almost 50%.